

## **Problems Associated with Voice Recordings**

Several offices have reported problems during the creation of voice recorded products on CRS. We have identified several areas where problems may occur during the recording process.

1. For any voice recorded product, a stream copy error (failure to successfully send the product to ALL feps) is considered fatal. The cp\_di process will exit causing everything else to terminate and CRS to go down. CRS will automatically restart and as long as there are no uncorrectable database errors, it will restart quickly enough that you may not even notice it. If there is an uncorrectable database error, CRS will appear to bounce and you will need to load an ascii file to resolve the problem.

VIP products are allowed 3 retries in the event of a stream copy failure before it is considered a fatal error - we will change the code to allow the voice products 3 retries in the next release.

**UPDATE 5/28/03:** This is fixed in Build 9.0

2. If a product comes from awips at exactly the right time during a voice recording, the software can actually start processing the product from awips - switch to the manage the voice recording - then receive a 3rd product and lose track of the first product. When this happens, you are likely to see an alert monitor message about a child death of cp\_di. CRS will go down then come back up (if there are no uncorrectable database errors) really quickly. If multiple products come from awips in quick succession during the voice recording, it can lose track of the first one to collide, then send the next several out via dectalk (creating text components - .Pt). After this occurs, sometimes it continues to process everything via dectalk and VIP appears to hang ... and sometimes CRS goes down, comes back up and starts to process normally.

The symptoms vary depending on exactly where in the voice recording process the awips products come in and how many awips products arrive during the recording. Some of the symptoms I've seen are: stream copy errors, database errors which it can automatically correct, database errors which it is unable to correct, and database records with no active/inactive flag.

3. We occasionally end up with seemingly healthy products in sso as part of this problem. I believe that this happens when one of the first 2 errors causes CRS to go down. If a product arrives from awips while CRS is temporarily down, they are sent to sso.

**WORKAROUND:** Doing voice recordings from the shadow console (instead of the master) will avoid the contention problems associated with problem number 2.